Volume 5, Issue 9 Home Appliances Newsletter September 2011

Samsung Electronics America

Samsung Tech Talk

Your source for service information

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Keeping Up Appearances

Wes Sirois
Assistant Manager, Triage Lead

For years on end, Appliance Service Technicians have had to overcome a rather negative image. We have all seen the comedy routines and magazine cartoons depicting service techs as dirty and sloppy individuals...and gritted our teeth at the false portrayal

Considering this, and considering that no-one ever gets a second chance to make a good first impression, it is to our advantage to look as professional as possible when we perform our jobs. Here are a few things you can do to improve those first impressions and satisfy your customers.

Obviously, the first opportunity to impress your customer comes when you arrive at their home. A clean vehicle that clearly states the company or appliance manufacturer's name demonstrates the pride you take in your job. The dashboard should be free of papers and other debris. Nothing tells a customer that you don't care about their property like a dirty, unlettered service vehicle with a load of trash across the dashboard.

Your next chance to impress is at the customer's door. You should always wear scuff proof shoes and you should let the customer see you wipe your feet. A clean shirt is a must, even if you have to carry a spare shirt in case you get dirty. The shirt should always be tucked in and should identify your company as well as display your first name, if possible. Clean work pants are preferred, but if you wear jeans, they should not be worn out or have holes in the knees.

When you carry your tools into the home, they should always be in a soft sided tool bag and you should carry a tool mat to place under the tools. Once again, this demonstrates your desire to protect the customer's property. In addition, if you carry a folder for your work orders and other documents, the folder should never be a hard metallic one. This type of folder can scratch the customer's table or appliance when you set it down.

At the end of the service call, be sure to leave the work area at least as clean as it was when you arrived, thank the customer for choosing your service company, and leave a business card with the company phone number, encouraging the customer to call if any further service need arises.

These are just a few easy steps that you can do to assure that your customers are satisfied with your professionalism. During these hard economic times, the companies that "Keep Up Appearances" will be the ones that prosper.

GSPN Updates

Jeff Brutman
Senior Staff, Publications

We encourage you to use our GSPN site to find the latest service bulletins to aid you with your repairs.

http://service.samsungportal.com

HA Service Bulletins uploaded to GSPN August, 2011:

Bulletin Number	Subject	Applicable Models
ASC20110801001	Parts Change: Motor relay, the wiring harness, and the Main PCB.	DV520AGP/XAA, DV520AGW/XAA, DV511AGR/XAA, DV511AGW/XAA
ASC20110801002	Parts Change: Dryer motor.	DV520AEP/XAA, DV520AEW/XAA, DV520AGP/XAA, DV520AGW/XAA
ASC20110802001	HE error code displayed on the gas dryers listed after approximately 15 minutes of operation.	DV5451AGW/XAA, DV5471AGP/XAA, DV5471AGW/XAA
ASC20110817001	Design and Parts change: New Dispenser Cover	RF4287AARS/XAA, RF4287HARS/XAA
ASC20110829001	Parts Change: Handle	RF263AEPN/AA, RF263AERS/XAA, RF266AEPN/XAA, RF266AERS/XAA, RF267AEPN/XAA, RF267AERS/XAA, RF268ACPN/XAA, RF268ACRS/XAA, RF26XAEPN/XAA, RF26XAERS/XAA, RF4287HAPN/XAA, RF4287HARS/XAA, RF4289HARS/XAA,

To access service bulletins on GSPN, first visit http://service.samsungportal.com. Login using your **User ID** and **Password**. Click on “Knowledge” at the top, then “Product Info” in the left column. The Product Information menu will appear. Click on “Service Bulletin (Local) to bring up the Service Bulletins (Local) screen. To search for a bulletin, enter the bulletin number in the Subject field on the left side of the screen, and then click the Search button on the far right. If for some reason the bulletin does not appear, it can still be searched using the “Category” drop-down menus, the Subject field, or the Model field. You can also try using the Search field at the top of the screen.

How to Find Service Bulletins in the New GSPN by Model

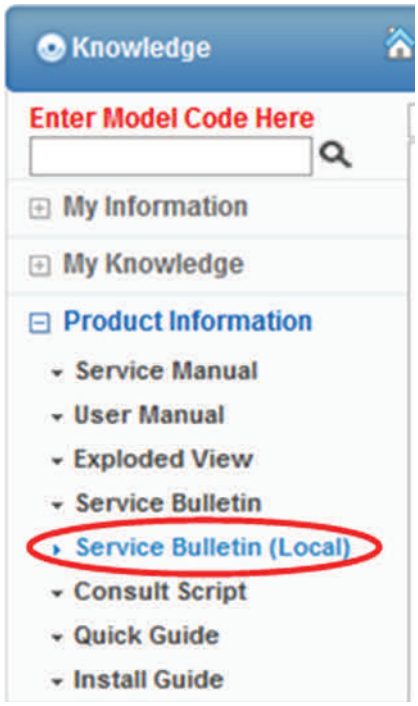
Manuel Caballero

Product Support

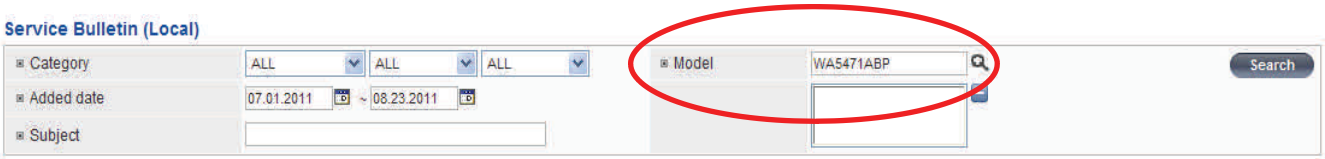
To find Service Bulletins in the new GSPN by model, follow these steps:

1. After you log in to GSPN, click the Knowledge tab located on the top of the page.

2. In the navigation bar located on the left hand side of the page, click Product Information, then Service Bulletin (Local).



3. On the Service Bulletin (Local) page, type the model number you are searching for into the Model field, and then click the magnifying glass.



How to Find Service Bulletins in the New GSPN

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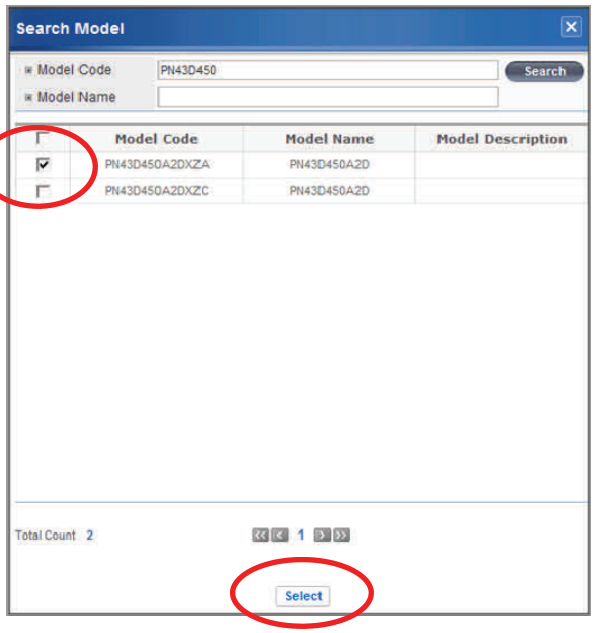
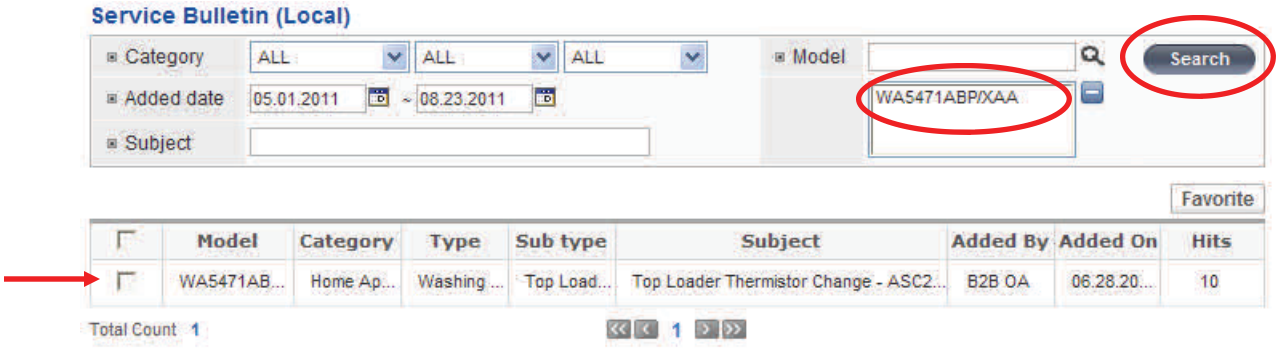
4. The Search Model Pop-up appears. Click the checkbox next to the particular model you are looking for, and then click **Select** on the bottom page.



5. Back on the Service Bulletin (Local) page, the model code should appear below the field in which you first typed ithe model code. Click the **Search** button and the service bulletins for that particular model should appear.



Note: If the model code you typed in exactly matches a model code in the data base, the Search Model pop-up will not appear, and GSPN will automatically enter the model code into the field below the Model field.

Cleaning Oxidized Stainless Steel Washer Trim

Paul Pieri, *Trainer—RTSC, and* **Louis Picchione,** *Assistant Manager—HA*

For whatever reason - water, detergent, or location - the stainless steel trim on a washer can oxidize. In most cases, you can remove this oxidation without replacing the trim piece. Any cleaner wax used for cars or Cerama Bryte will clean the surface. The car cleaner wax works well because it removes any oxidation and foreign substances that adhere to the finish and leaves a wax coating on the surface to help protect the trim piece from future oxidation. Cerama Bryte also cleans the surface, but it will not apply a coating to help protect the surface, so the trim piece surface could oxidize again. Note that a regular car paste wax will not perform the same as a cleaner wax because it will not remove the surface oxidation.

With surface oxidation

After cleaning

This is one Cleaner Wax product, but any cleaner wax product will work.

Cerama Bryte works, but it will not leave a protective coating on the surface.

Your Best Troubleshooting Tools – a Pair of Eyes

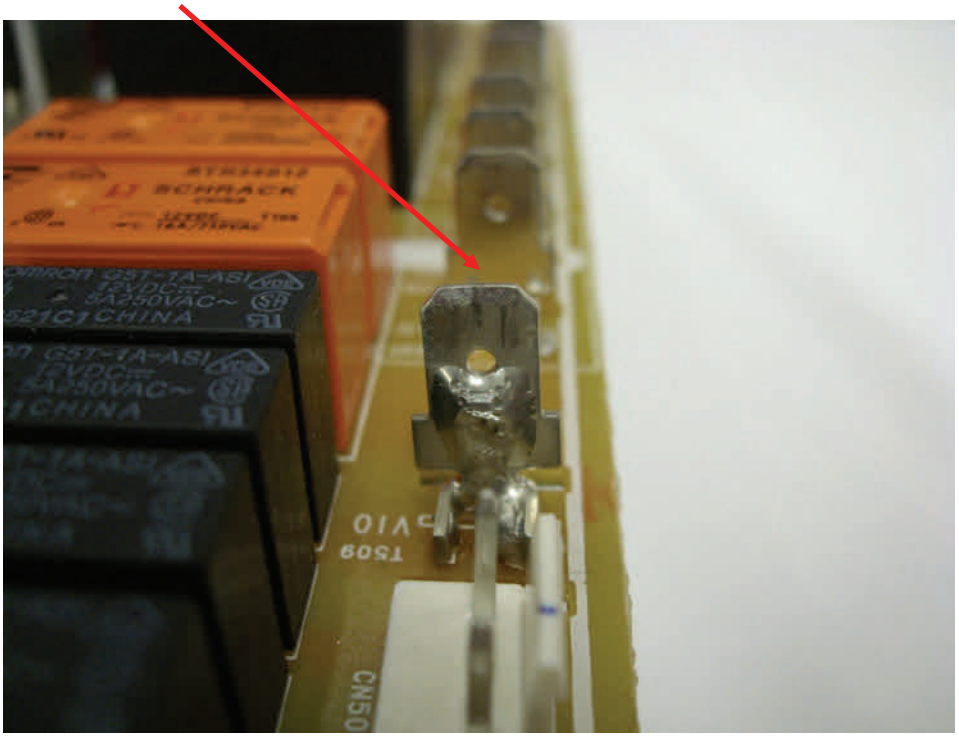
Paul Pieri

Trainer—RTSC

When you are faced with an intermittent problem in a product — or even a hard failure — it can be frustrating to find the cause. Using the KISS (Keep it simple…) method of troubleshooting, though, can often prove useful and save time as well. With any type of technical troubleshooting, you should eliminate the simplest and most obvious causes of a problem or symptom first before going on to the more complex causes. To do this, it is often beneficial to use your powers of observation to find the problem. Below is one example of an intermittent problem I ran across recently and how I resolved it.

Case information: An electric range cooktop warming center was operating intermittently. When the range was cold, it worked normally. However, when hot, the warming center heating element only worked sometimes. The problem, obviously, was heat related, but where was the cause?

Troubleshooting: After removing the rear covers, I did a visual inspection of the boards and connectors. The first thing I always do, after making sure the power is completely off, is to make sure the connectors were clean and seated properly, especially the high voltage, high current connectors to the heating elements.



Your Best Troubleshooting Tools – a Pair of Eyes

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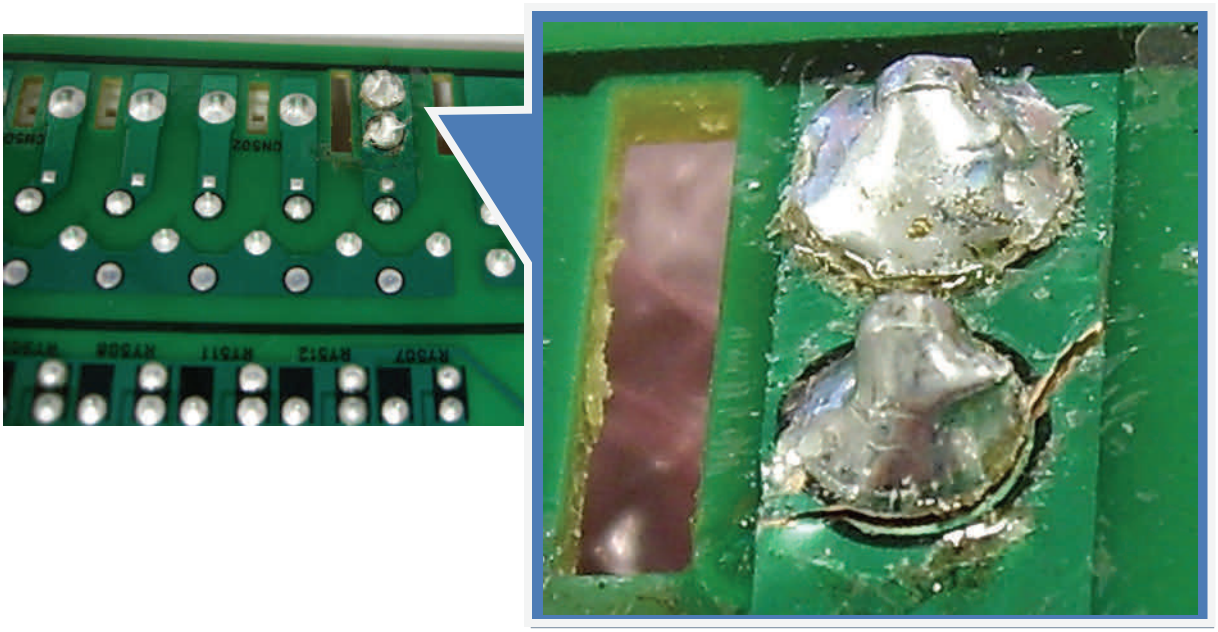
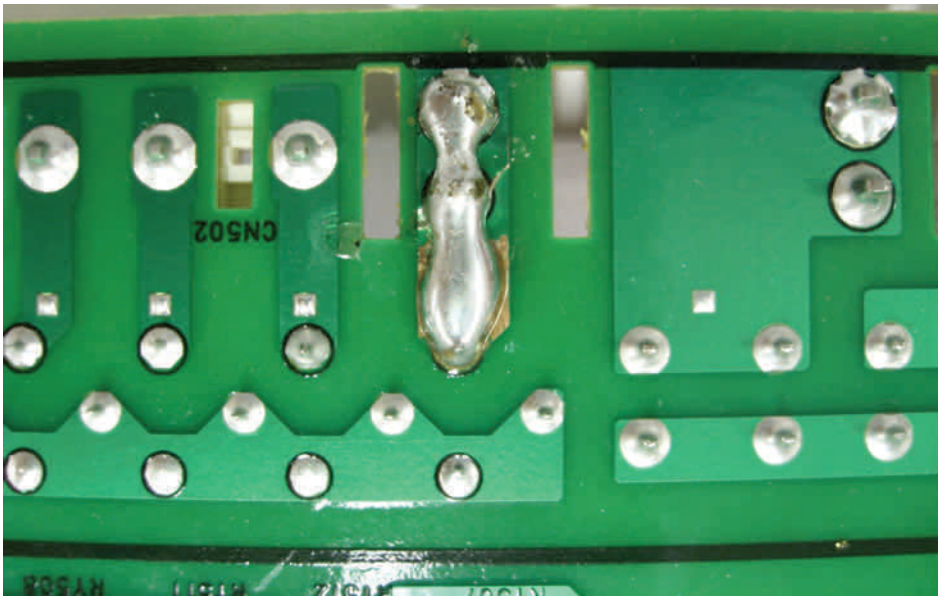


After doing this, I applied power and the intermittent problem I had before was now a hard failure. Obviously, it was something I did. The wiring looked good, so I removed the main board for further inspection.



What I found was that the foil of the warming center element connector on the Main board was cracked. By reseating the connector, I made the crack worse. turning an intermittent problem into a hard failure.

After a bit of heat from my soldering iron and some solder, the problem was resolved and the range warming center was now working fine. To prevent a REDO, I also did a visual inspection of the other connectors and any of them that were

The Child Lock Function on the Orca Top Load Washer

Louis Picchione
Assistant Manager—HA

1. To activate the Child Lock function, press and hold the Spin ad Soil Level buttons for 3 seconds. The child lock indicator light will start to blink. It will continue to blink throughout the entire wash cycle.

2. The door will not automatically lock when you activate the Child Lock function. The lock will not be activated until the wash cycle starts .

3. Once the wash cycle starts, only the power and start/pause keys work. You can use the Start/Pause key to stop and start the unit with the Child Lock activated, as long as you don't open the door. If you open the door, the unit sounds an alarm and displays a message. You cannot start the machine without shutting it down first.

4. If the door is closed after the has been displayed, the unit will sound an alarm, and then display a message.

5. Once you have activated the Child Lock function, it remains activated even if the power is turned off. To disable the Child Lock function, press and hold the Spin and Soil Level buttons for 3 seconds.

6. Unlike the front loader, you cannot pause the Child Lock function. To add a garment, you must deactivate the Child Lock function. After you have added the garment, close the door, activate the Child Lock again and resume the wash cycle by pressing the Start/ Pause key. If you are starting a new wash cycle, you also need to deactivate the Child Lock. Then, you can add the clothes, close the door, activate the Child Lock, and then press the Start/Pause key to

Press and hold both buttons for 3 seconds to activate the Child Lock function.

The door lock will not be activated until the Start/Pause key has been pressed and the wash cycle is activated.

If the door is opened the machine will set off an alarm and a "ds" will be displayed.

If the door is closed after the "ds" has been displayed the machine will then display a "CL" message. This also will set off an alarm.

Troubleshooting Slow Drying Complaints

Steve Polzin, *HA Product Specialist*
Jim Swift, *HA Product Senior Manager*

A properly installed, efficient dryer duct system plays a very important role in proper drying, energy efficiency, and most importantly, safe operation. A poorly vented dryer is the leading cause of most drying complaints and the number one cause of lint fires. The longer the vent, the more elbows, the more air restriction is created. A short and straight vent exhausted outside is the ideal installation.

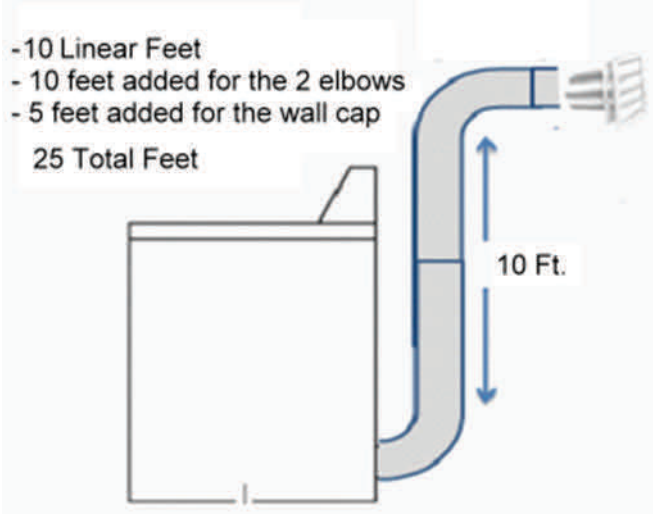
The vent needs to exhaust the heat, and more importantly, it needs to exhaust the moisture that is being removed from the clothes. Exhaust venting that is too long, not made of the proper material, or compromised in any way also causes back pressure within the system leading to lint accumulation on the base of the dryer and in the vent. This lint build up is the primary cause of dryer fires.

Gas dryers are required to be vented outside by law. However, no dryer should ever be vented inside of a home. Approximately one gallon of water is released for each load dried. The condensed water vapor that builds up in a room can lead to mold and mildew which can pose health issues. Venting a dryer inside also exhausts lint throughout the home. The tiny, fibrous lint particles can also lead to potential health concerns. When you encounter a dryer that is vented inside, make sure to educate the consumer with these facts and document your findings.

Heating Element Test Procedure

To test the heating element, first disconnect the duct from the back of the dryer and select the high temp cycle. Run the dryer for a few minutes empty and take a temperature reading of the exhaust. The exhaust temperature should be approximately 160+/-degrees. If the temperature is in the 160 degree range, the thermister is cycling the heating element properly. If the element is not heating properly, refer to the July and August 2011 Tech Talk articles discussing the dryer heating elements.

If the temperature value is correct, the vent is probably the cause of the drying complaint. With the vent still disconnected, take a measurement of the drum temperature. It should be between 20 and 40 degrees hotter than the exhaust temperature. Reconnect the vent, and then check the drum temperature again. If the temperature is significantly lower with the vent connected, then the vent needs to be evaluated further.



According to the recommendations from the International Residential Code (IRC) SECTION M1502 Clothes Dryer Exhaust guidelines: M1502.5, duct construction shall not exceed 25 total feet including elbows and wall cap unless otherwise specified by the dryer manufacturer. For optimum performance and effi-

Troubleshooting Slow Drying Complaints

continued

ciency, the exhaust ducting should be made of rigid or semi rigid, flexible metal ducts with joints running in the direction of air flow. Exhaust ducts should not be connected with sheet-metal screws which extend into the duct. Flexible vinyl tubing, which was used in the past, can no longer be used, as it is a potential fire hazard. Never install two or more 90 degree elbows in conjunction with each other. When evaluating vent length, you add the linear footage plus 5 feet for each 90 degree elbow and 5 feet for the wall cap. You should use only wall caps/weather hoods approved for dryer vent systems and there should never be screening covering the end as this will catch lint.

As stated earlier, exhaust systems longer than recommended, not made of the proper material, or compromised in any way can lead to excessive drying times, higher energy costs, and lint building up on base of dryer. Lint build up creates a potential safety issue and can be ignited by the dryer's heat source. If you encounter any type of fire (ignition of lint) or evidence of a fire, it is extremely important that you perform a detailed evaluation of the venting system and properly document your work order.

Correcting a faulty vent system or cleaning a vent system is not your responsibility, but advising the customer in simple terms that the reason for the poor drying performance is the venting system might prevent a repeat repair.

Please Send Us Your Comments!

Something you'd like to see in the Samsung Tech Talk Newsletter? If there a topic/issue we haven't covered that you'd like us to write about, **LET US KNOW!**

Please send your comments to:

training@sea.samsung.com

GSPN Warranty Claims Training is Here!

Jet Nyamwange

Warranty Department

To enhance your user experience on GSPN, the Samsung Warranty Department will be hosting a detailed GSPN training that focuses specifically on the Warranty Claims functions of GSPN (i.e. Closing service tickets, filing warranty claims for payment, etc.). To attend the training, please copy or save the appropriate link below for the training you would like to attend, and then access the link at least 5 minutes before the training start time.

Trainer	Date	Time	Link
Jet Nyamwange	August 30, 2011	3:00 PM EST	https://samsung.webex.com/samsung/j.php?ED=164493607&UID=1273516542&PW=NNmQ3NWFiNGY1&RT=MiMxMQ%3D%3D
Jet Nyamwange	September 13, 2011	3:00 PM EST	https://samsung.webex.com/samsung/j.php?ED=164494772&UID=1273520067&PW=NY2NkYTFkNTcz&RT=MiMxMQ%3D%3D
Jet Nyamwange	September 20, 2011	3:00 PM EST	https://samsung.webex.com/samsung/j.php?ED=164495302&UID=1273522252&PW=NYWY1ZmI1ODc5&RT=MiMxMQ%3D%3D

To join the online meeting:

1. Go to the link provided above.
2. If requested, enter your name and email address.
3. If a password is required, enter the meeting password: warranty.
4. Click "Join".

Also, you must join Audio portion

To join the audio portion:

Phone # 1-866-398-2885 Code# 608949

Billing Your Stock Repair Warranty Claim

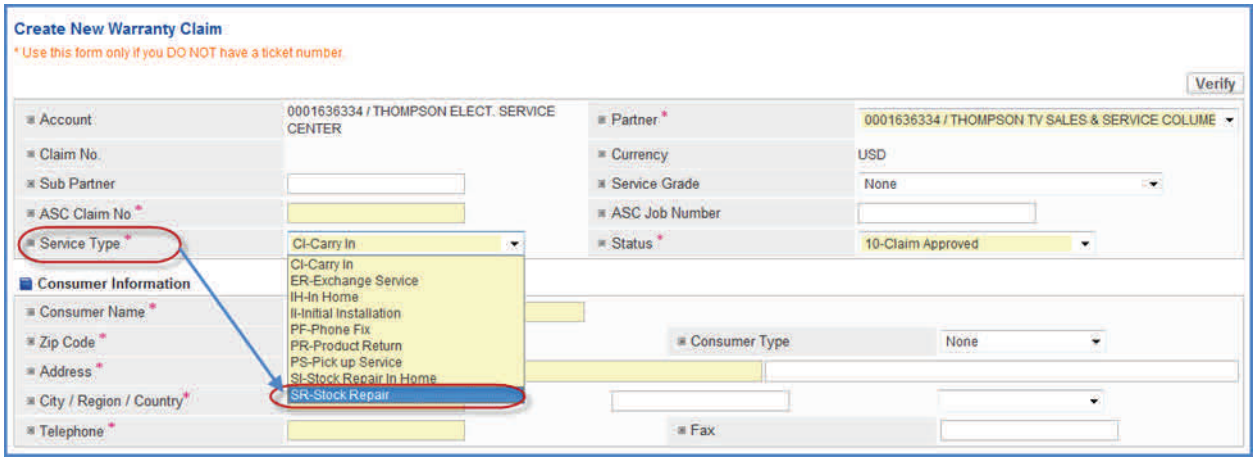
Jet Nyamwange

Warranty Department

Stock Repair (SR) claims are repairs you are performing for Dealers / Retailers. Such repairs must be billed as Service Type SR ONLY, not In Home (IH) or Carry In (CI). All repairs billed incorrectly will be updated to the correct service type and chargebacks will be performed for those missed.

When billing your SR claim, select the correct service type:

- SR – For all store owned products.
- SI – Floor display models only. (These must be authorized by an RSE for you to receive SI rates.)



Any claims with the following Repair Codes are the Dealer's / Retailer's responsibility, therefore, they will be rejected:

- No Defect found (NPFD, NPRB),
- Cleaning (CLEA, CLEN),
- Customer Education (CUST)
- Cosmetic Repairs

How to Determine the Warranty Term for SR:

- Stock Repair Warranty Term is two years from the Date of Manufacture (DOM).*

  * NO Date of Purchase required.

- ONLY two repairs, including parts ONLY claims, are allowed in the two year term.

This means that all SR products are ONLY eligible for two repairs (including parts ONLY claims) within the two year period.

How Do You Determine Production Year and Month?

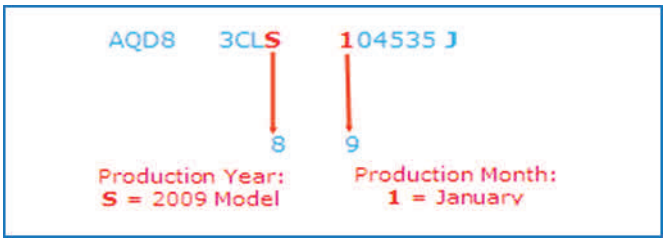
(This is very beneficial for ASCs that do Dealer /Retailer Stock Repairs.)

The production year is represented by the letter that precedes the last 6 digits of the serial number starting from the right, excluding the check digit.

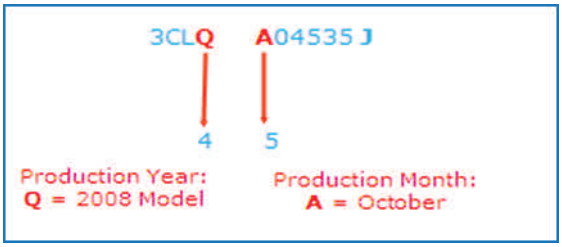
Billing Your Stock Repair Warranty Claim

continued

If the serial number is 15 digits in length, you can determine the production date by looking at the 8th and 9th digits of the serial number. For example:



If the serial number is 11 digits in length, you can determine the production date by looking at the 4th and 5th digits of the serial number. For example:



All Serial Numbers MUST end with a letter. This is known as a Check Digit. For example:

Serial Number Guide

- Production year is always a letter.
- Production month is a single digit with the exception of October, November, and December which are A, B, and C respectively.

1. Production year(4th digit of 11 digit S/N, 8th digit of 15 digit S/N)

Year	2001	2002	2003	2004	2005	Jan-06	Feb~ Dec 2006	2007	2008	2009	2010	2011	2012	2013	2014	2015
Symbol	R	T	W	X	Y	A	L	P	Q	S	Z	B	C	D	F	G

2. Production month(5th digit of 11 digit S/N, 9th digit of 15 digit S/N)

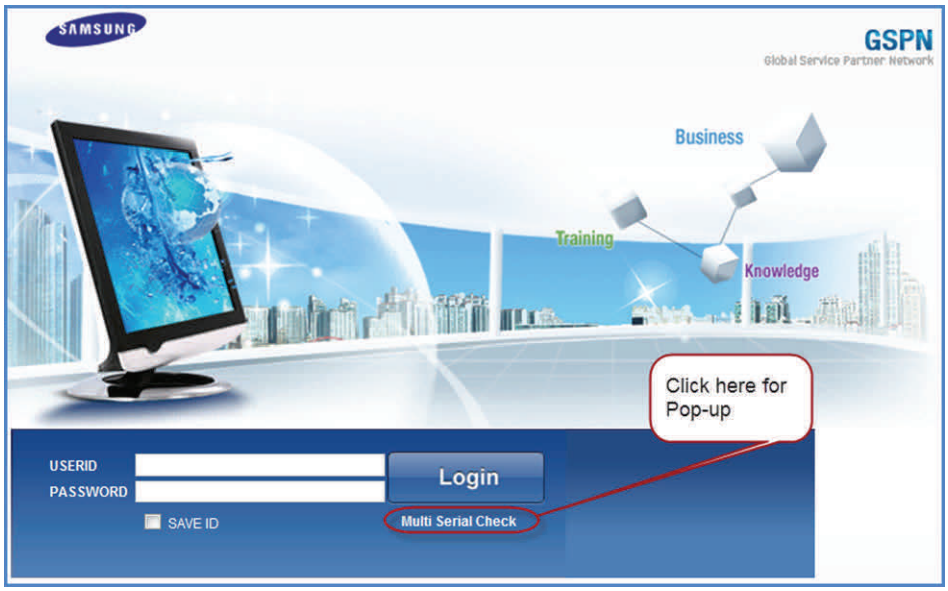
Month	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Symbol	1	2	3	4	5	6	7	8	9	A	B	C

Billing Your Stock Repair Warranty Claim

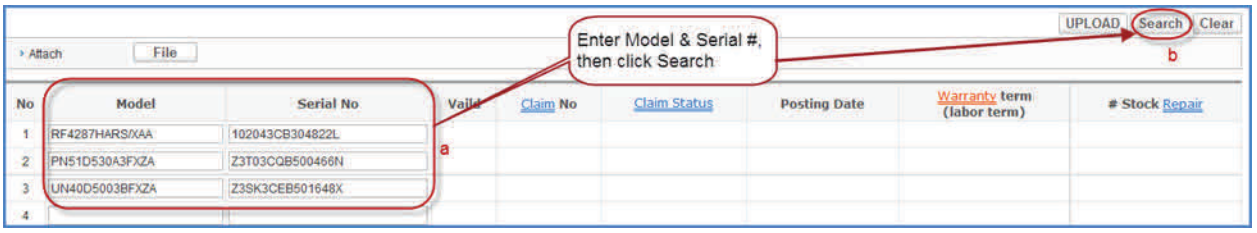
continued

How to Check the Number of Stock Repairs Already Performed on a Unit in GSPN

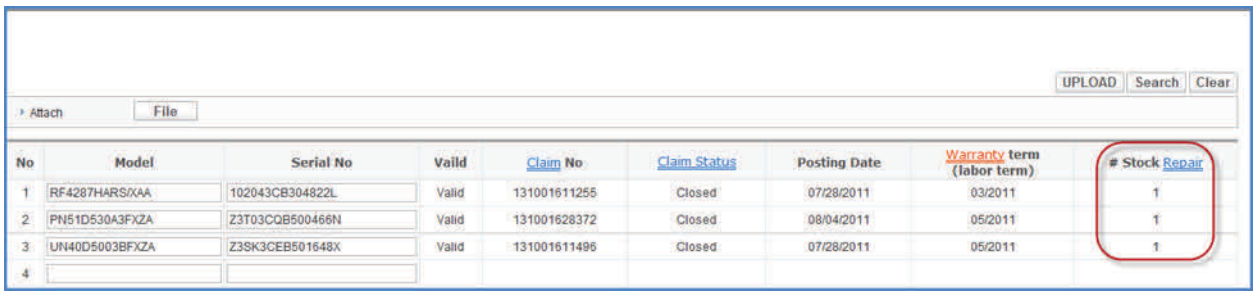
1. On the GSPN main log in page, click Multi Serial Check.



2. Enter the model and serial number, and then click Search.



3. The system will validate and display the number of stock repairs done.
   - If a product is within 2 years of the DOM, then the unit has one more repair left.
   - If a product is more than 2 years from the DOM, then it's considered out of warranty.



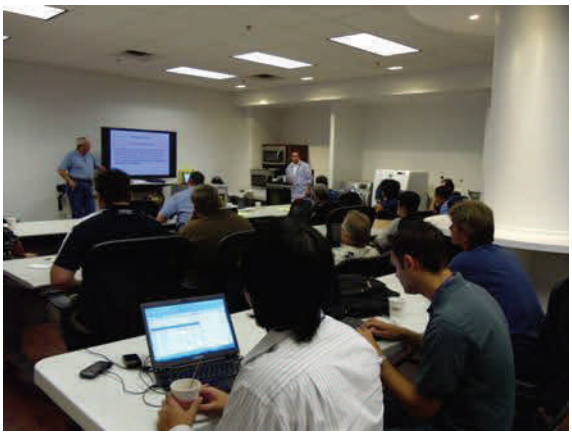
2011 RTC Home Appliance Training

Samsung HA Training 2011
Being held at one of our four Regional Training Centers!

Attend in depth, hands-on training at one of our RTCs (Regional Training Centers).

You can reserve your seat for training by emailing training@sea.samsung.com.

Additionally, Home Appliance training is available on-demand 24/7 at https://my.plus1solutions.net/clientPortals/samsung/



Training schedule:

Date	City	Comments
September 6-8, 2011	Little Ferry, NJ	ME/ASC Training
September 6-8, 2011	Rancho Dominquez, CA	ME/ASC Training
September 27-29, 2011	Bensenville, IL	ME/ASC Training
September 27-29, 2011	Austell, GA	ME/ASC Training
October 4-6, 2011	Little Ferry, NJ	ME/ASC Training
October 4-6, 2011	Rancho Dominquez, CA	ME/ASC Training
October 25-27, 2011	Bensenville, IL	ME/ASC Training
October 25-27, 2011	Austell, GA	ME/ASC Training

Delivery and Installation in Korea: A Commitment to Excellence

Charles Russo

Assistant Manager, Technical Training

Recently, TJ Kim, Juan Morales, and I had the opportunity to spend five days at the Samsung Logistics Academy and the Logitech warehouse (a Samsung subsidiary) in Korea. We also had the opportunity to participate in Installation Ride Alongs in the Suwon area of Korea. From what we saw, I can report that the level of professionalism displayed during the delivery and installation of Samsung's HA and CE products in Korea was incredible to witness.

Logitech is responsible for warehousing, delivering, and installing almost all Samsung products sold in Korea. A customer in Korea would typically purchase their Samsung product in either a Samsung affiliated or independent store, with the purchase including both delivery and installation. The merchandise would then be delivered to the customer's home, in most cases, the very next day. The merchandise eligible for delivery and installation includes products of all types and sizes, except cell phones.

The Logistics Academy is responsible for all installer training. Individuals who attend are provided with approximately 51 hours of extensive training and are even housed for the training period in Academy facilities.

The training begins with the CS (Customer Service) group explaining the importance of customer relations, attitude, and appearance with the objective of bettering each installer's entire presentation to the customer.

The trainees are then led through extensive Samsung Home Appliance and TV training. The HA training includes training on refrigerators, washers, and popular stand alone air conditioning units requiring power, water, and drainage lines. Interestingly, dryers and dishwashers are a rarity in Korea since most customers prefer to hang dry their clothes and wash their dishes by hand.

The TV training includes a study of LCD, LED, and Plasma Technologies and a complete examination of all input sources and functions. The training rooms are equipped with the latest satellite, cable, and off-air simulations as well as various network connections and systems. Various types of wall mounts and wall conditions are simulated with plenty of hands on training and testing.

The installers graduate as full fledged Customer Satisfaction Managers (CSMs) with a thorough knowledge of both HA and CE products and the intricacies of the most complex installations. They are provided with all the tools necessary to perform their tasks.

The Logitech Warehouse was equally impressive. There were little or no signs of damage to any product. Boxing and stacking was carefully performed in a clean working environment. Each delivery truck was routinely inspected for proper packing and cleanliness both inside and out.

Product was handled carefully and professionally from warehouse through transportation, delivery, and installation. The final step, Customer Education, often lasted more than 20 minutes, and assured customer satisfaction, understanding, and loyalty. We were suitably impressed.

Many thanks to the kind and excellent staff and trainers headed up by Kyungmo "Joseph" Park, Senior Manager, Human Resource Team, and to TJ Kim for guiding us throughout the week.

For some pictures from our trip, see the next few pages.

Delivery and Installation in Korea: A Commitment to Excellence

continued

Mr. Kyungmo Park and Mr. TJ Kim in front of Samsung Logistics Academy, Suwon, Korea

One of the fully equipped TV Training Rooms

Mr. Song Young Sam, Trainer for Washers

A washing machine training display

An LCD TV training display

The HA simulated home training room

Delivery and Installation in Korea: A Commitment to Excellence

continued

A Logitech delivery in the Suwon area

CSMs unloading a Samsung washer

CSMs unloading a Samsung refrigerator

CSMs installing a Samsung refrigerator

A CSM prepares a wall mount for a Samsung TV

The CSM providing full customer education

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continued

The model Smart CSM

Samsung Electronics America
85 Challenger Road
Ridgefield Park, NJ 07660

Phone: 201-229-4251

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